GOVERNMENT OF INDIA
FINANCE
LOK SABHA

UNSTARRED QUESTION NO:3487
ANSWERED ON:07.09.2007
CUSTOMER COMPLAINTS WITH BANKING OMBUDSMAN
Agarwal Shri Dhirendra;Prasad Shri Hari Kewal

Will the Minister of FINANCE be pleased to state:

(a) whether the Reserve Bank of India has appointed an Ombudsman to redress the complaints of bank customers;

(b) if so, the number of cases laying alongwith the number of cases that have been disposed of so far;

(c) the number of cases in which the decision has gone against the banks; and

(d) the action taken by the Government in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI PAWAN KUMAR BANSAL)

(a) & (b) : Yes, Sir. In the year 2006-07, the Banking Ombudsman offices dealt with 44,766 complaints, out of which 37,661 complaints were disposed of 7,105 complaints were pending as on June 30, 2007.

(c) & (d) : The Banking Ombudsman can dispose of complaints by mutual settlement or by passing an award against the bank. Reserve Bank of India has reported that in 2006-07, the Banking Ombudsmen have passed awards in 84 cases only. In cases where awards are passed against the banks, banks either accept the awards of the Ombudsman or appeal to the appellate authority, if they are aggrieved by an award.